Duty Location: **Brussels, Belgium**

JOB DESCRIPTION

Senior Assistant (Logistics)

Directorate of CIS Support Units – CSU Brussels

Grade: **G10**

This is a position within the NATO Communications and Information Agency (NCI Agency), an organization of the North Atlantic Treaty Organization (NATO).

To strengthen the Alliance through connecting its forces, the NCI Agency delivers secure, coherent, cost effective and interoperable communications and information systems in support of consultation, command & control and enabling intelligence, surveillance and reconnaissance capabilities, for NATO, where and when required. It includes IT support to the Alliances' business processes (to include provision of IT shared services) to the NATO HQ, the Command Structure and NATO Agencies.

The Directorate of CIS Support Units (DCSU) is responsible to manage, deliver and maintain assigned Communications and Information System (CIS) products and services for the Agency's customers including NATO Headquarters (NHQ), the NATO Command Structure (NCS), NATO Force Structure (NFS), Nations and internal Agency users. DCSU provides liaison, planning and coordinating functions for Alliance Missions, Operations and Exercises. Services are delivered in coordination with the Enterprise Service Operations Centre (ESOC) and Agency Service Lines/Service Centres under the Enterprise Service Delivery Model (ESDM).

NCI Agency CIS Support Unit (CSU) Brussels, located in Brussels (BEL) is the primary Information, Communications and Technology (ICT) service provider for 24/7 support to the Secretary General, the International Staff (IS), the International Military Staff (IMS) and other Customers in the NATO Headquarters in Brussels. CSU Brussels enables end-to-end CIS services as it installs, operates, maintains and supports the full range of CIS capabilities during peacetime, crisis and war throughout its allocated Area of Responsibility (AOR) and as otherwise directed.

The Head CSU Brussels is the senior representative of the NCI Agency General Manager (GM) in the CSU Brussels AOR. The Head is accountable to the Director of CIS Support Units (DCSU) for the management activities within the identified AOR, the unit and for the workforce assigned including enabling services (Human Resource, Finance, Acquisition and NCIA Enterprise Services) personnel. The Head reports to the DCSU for the installation, operation, maintenance, protection, and support of CIS systems to provide services within the AOR and as defined in SLAs and other agreements in compliance with NCI Agency directives and policies and Host Nation's regulations. The Head provides technical advice to NATO HQ Brussels and NCI Agency customers within AOR. The Head is accountable to coordinate and advise on all service related issues, and works with Director of Demand Management (DDM) to improve Customer Relations Management (CRM); measure customer satisfaction; support price proposal development and SLA/Programme of Work (POW) reporting; ensures local coherence with the overall Agency strategy; emplacement of Quality Management and Risk Management systems and Business Process Management (BPM); communicates the Agency overall strategic framework; and ensures agreements are met and implemented. The Commander communicates the Agency overall strategic framework towards the customers as directed by Chief Strategy Manager. The Head is responsible for preparation of annual and

quarterly reports to internal management and external governance. The Office of the Head empowers the Head CSU to fulfil the CSU mission and includes the Enabling elements, which provide coordination of Budget/Finance, Acquisition, Human Resources, NCIA Enterprise Services, Logistics/Asset Management/Inventory Accountability and General Administration with the HQ Enabling functions at NCI Agency and with local NCS external support entities as required. The Enabling elements are under the command and control of the Head CSU and receive functional direction and guidance from the HQ NCI Agency Enabling Functional Directors and Heads.

Duties:

Under the direction of the Resource Management Officer, the incumbent will perform the following duties:

- Enables the administration and maintenance of NCI Agency CIS Assets Property Accounting Records for NCI Agency Entities and External Customers within CSU AoR;
- Enables Customer requirements within Service Level Agreements (SLA);
- Enables the conduction of Annual Inventory Inspections in accordance with Agency Directives and coordination with CIS Points of Contacts (CISPOCS) in NCI Agency Entities and External Customers within the CSU AoR;
- Enables CIS equipment discrepancies to be fully investigated, documented, and reported in accordance with NCI Agency directives;
- Enables NCI Agency Entities and External Customers in the Requisitioning, Receipt, Storage, Distribution, Exchange, Movement and Disposal of CIS Assets within the CSU AoR;
- Coordinates closely with technicians to ensure that the correct CIS equipment is requested to satisfy the user's requirement;
- Responsible for Asset Management transaction requests and following NCI Agency Directives and CSSC Standard Operating Procedures for ordering CIS equipment;
- Liaises closely with internal Section Heads and provides assistance as required;
- Investigates and resolves issues in a systematic approach;
- Maintains sound knowledge in the area of work;
- Assists his/her superiors and recommends solutions;
- Deputize for higher grade staff, if required;
- Performs other duties as may be required.

Experience and Education:

- Higher vocational training in a relevant discipline with 2 years post-related experience or a secondary educational qualification with 4 years post-related experience;
- Professional experience in Supply and Asset Management, Warehouse Management, Inventory Management, Logistics or Supply Chain Management;
- Practical experience in the use of resource management tools.

Desirable Experience and Education:

- Knowledge of NATO Logistics Regulations;
- General knowledge of ADP and telecommunications assets;
- ITIL foundation certificate;
- Practical experience in the use of working with ORACLE Database software or any other equivalent;
- Prior experience of working in an international environment comprising both military and civilian elements;

- Knowledge of NATO responsibilities and organization, including ACO and ACT.

Language Proficiency:

- A thorough knowledge of one of the two NATO languages, both written and spoken, is essential and some knowledge of the other is desirable.
- **NOTE:** Most of the work of the NCIA is conducted in the English language.

Competencies or Personal Attributes:

- Relating and Networking - Easily establishes good relationships with customers and staff; relates well to people at all levels; builds wide and effective networks of contacts; uses humour appropriately to bring warmth to relationships with others.

- Delivering Results and Meeting Customer Expectations - Focuses on customer needs and satisfaction; sets high standards for quality and quantity; monitors and maintains quality and productivity; works in a systematic, methodical and orderly way; consistently achieves project goals.

- Adapting and Responding to Change – Adapts to changing circumstances; tolerates ambiguity; accepts new ideas and change initiatives; adapts interpersonal style to suit different people or situations; shows an interest in new experiences.

- Achieving Personal Work Goals and Objectives - Accepts and tackles demanding goals with enthusiasm; works hard and puts in longer hours when it is necessary; seeks progression to roles of increased responsibility and influence; identifies own development needs and makes use of developmental or training opportunities.